

What is claimed is

1. A method, comprising:
 receiving an ^{CALL} interaction input from a caller seeking information;
 storing said ^{CALL} interaction input within a queue;
 5 determining an availability of at least one agent to provide said information to said caller;
 and
 operating an interactive voice response unit to provide said caller with access to said
 information if said at least one agent is unavailable to provide said information.
- 10 2. The method of claim 1 wherein said interaction input is a telephone call.
3. The method of claim 1 wherein said interaction input is a chat call.
4. The method of claim 1 wherein said interactive voice response unit provides at least one
 15 menu to said caller when said at least one ^{that} is unavailable to provide said information.
5. The method of claim 1 wherein said interaction input is continually stored within said
 queue while said at least one agent is unavailable to provide said information.
- 20 6. The method of claim 1 further comprising:
 deactivating said interactive voice response unit in response to a first agent of said at least
 one agent becoming available to provide said information.

12. The system of claim 6 wherein said interaction input is a chat call.

NO information

13. A telephony server, comprising:

a queue operable to determine an availability of at least one agent to provide information to a caller in response to an interaction input from said caller; and

an interactive voice response unit operable to provide said caller with access to said information if said queue determines said at least one agent is unavailable to provide said information.

14. The telephony server of claim 13 wherein said interactive voice response unit is operable to provide at least one menu to said caller when said at least one agent is unavailable to provide said information to said caller.

15. The telephony server of claim 13 wherein said a queue is further operable to store said interaction input while said interactive voice response unit is providing said caller with access to said information.

16. The system of claim 13 wherein said interaction input is a telephone call.

17. The system of claim 13 wherein said interaction input is a chat call.